

***MAZDA NORTH
AMERICAN
OPERATIONS***

**RICHMOND PARTS
DISTRIBUTION CENTER**

DISTRIBUTION CENTER



- Began Operations February 1989
- 317,000 Square Foot Warehouse
- 86,000 Stocking Parts
- 154 Facing Dealers (Eleven States)
- 94% Dedicated Delivery for SSO Orders
- 61% of Dealers on Multiple Stock Orders
- Shipping Average 850 Orders/Day

DISTRIBUTION CENTER



- 98.9% System Fill Rate All Order Types
- 90.0% Facing Fill Rate All Order Types
- 35 Full-Time Mazda Employees
 - 27 Warehouse Personnel
- 8 Part-Time Warehouse Personnel
 - Second Shift
- FedEx and Ryder Integrated Logistics staff

DISTRIBUTION CENTER



- Customer Service Order (CSO)
 - Order by 3:00 p.m.
 - Next Day Delivery by 10:30 a.m.
 - Transportation Cost -10% of Part Invoice Price
- Second Day Order (SDO)
 - Order by 1:00 p.m.
 - Second Business Day Delivery
 - Transportation Cost – 3% of Part Invoice Price

DISTRIBUTION CENTER



- Scheduled Stock Order (SSO)
 - Weekly Dealer Order
 - Dedicated Truck Delivery
 - Transportation Cost – No Additional Cost
- Cut-off Extended Order (CEO)
 - Order by 4:00 p.m.
 - Next Day Delivery by 10:30 a.m.
 - Transportation Cost – 10% of Part Invoice Price